

Exhibit 10

QUESTIONNAIRE

- | | | YES | NO |
|-----|--|--|--|
| 1) | Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2) | Will 9-1-1 be the primary published emergency telephone number within the area served by system? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3) | Will automatic dialing type alarms be permitted on 9-1-1 lines? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4) | Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceed that which the telecommunicator on duty is able to handle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5) | Will the PSAP have an emergency power source? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | What type? <u>UPS and an automatically switched generator</u> | | |
| 6) | Does the system have an Emergency Telephone System Board appointed as prescribed by the Emergency Telephone System Act? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7) | Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8) | If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system? Not Applicable | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9) | Will PSAP management, prior to activating the system, establish written procedures for the repair of equipment and restoration of services? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10) | Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disable due to natural or man-made disaster? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11) | Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8 and 9? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12) | Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired for each answering position? If not, please elaborate on number of TTY's. Is there a backup TTY unit at each PSAP? | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | <input type="checkbox"/> <input type="checkbox"/> |
| 13) | Will the PSAP utilize a TTY PSAP Based Voice Annunciator? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 14) | Will 9-1-1 be the emergency number for TTY calls? If not, what telephone number will be utilized? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15) | Will adequate training be provided to PSAP personnel in the use of TTY's? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 16) | Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17) | If so, have arrangements been made to provide an announcement to TTY user's informing them that 9-1-1 should now be dialed for emergencies? | <input type="checkbox"/> | <input type="checkbox"/> N/A |
| 18) | What response will be initiated by the PSAP for calls where verbal contact can not be established? <u>If verbal contact is not made on an incoming 9-1-1 telephone call and it is determined not to be a TDD call, a telephone call will be placed to the number identified by ANI to determine the nature of the problem. If no answer is found, a sworn officer will be sent to the address obtained from the ALI to ascertain if an additional police, fire or EMS response is needed.</u> | | |

THE TELEPHONE COMPANY(S) WILL ASSIST YOU IN ANSWERING THESE QUESTIONS

- 20) Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP? YES ☒ NO ☐
- 21) Do you have procedures in place to accept and handle cellular 9-1-1 calls? ☒ ☐
- 22) What considerations has management made to insure that private residential and private business switch services are provided the same level of 9-1-1 as public agency(s) and telecommunications carrier(s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et seq.?

None as there are no known private switches known within the system.

- 23) Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number? ☒ ☐
- 24) What type of trunking arrangement will be used to provide incoming 9-1-1 trunks? (Please check appropriate item).
 a. ☐ Dedicated Directed
 b. ☐ Tandem
 c. ☒ Combination of a & b

- 25) Is your selective router being provisioned by the local exchange carrier? ☒ ☐
- 26) Please provide in detail the features to be provided by your selective router.

The features associated with the 9-1-1 telephone system to be utilized are: Forced Disconnect

- 27) Will 9-1-1 circuits utilize alternate routing per the definition under 83 Illinois Administrative Code, Part 725? ☒ ☐
- 28) Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialing? ☒ ☐
- 29) Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced? ☐ ☒

If yes, describe the power supply used to prevent a loss of operation.

- 30) On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, Question.
- 31) Please provide a detailed testing plan that explains specifically how the 911 Network and database will be tested and provide the time frame in which this will be done.

The Board has traveled the system boundaries, placing calls to 9-1-1 to verify routing and address information. In addition, the Board has tested a statistically valid sample of telephones within the system's boundaries to validate the database. This testing has been completed and will be repeated for the added exchanges proposed in this petition.